

PRESS RELEASE

22 January 2019

Aoife Roche awarded International Customer Service Manager of the Year

Assetlink is proud to announce that Aoife Roche, Account Manager for Assetlink's Cushman & Wakefield contract, has been selected to receive the 2018 Individual International Service Excellence Award as Customer Service Manager of the Year.



“An honest, warm, personable and engaging individual that has an amazing understanding of her portfolio and priorities of her client. She has earned the respect and counsel of all her stakeholders. A wonderful achievement that is thoroughly deserved.”

Maurice Cleur, Head of Facilities Management, Australia Post



The Customer Service Institute of America (CSIA) is the body delegated by the International Council of Customer Service Organisations (ICCSO) to manage the International Service Excellence Awards. These awards are recognised internationally as the premier service awards, whereby organisations and individuals that excel in service excellence compete to earn recognition for the commitment to exceptional service experiences.

Aoife Roche, Account Manager for Assetlink's Cushman & Wakefield contract, has been selected to receive the 2018 Individual International Service Excellence Award as Customer Service Manager of the Year.

This award follows Aoife's win at the CSIA Australian Service Excellence Awards where she was awarded the national title of Customer Service Manager of the Year. This achievement automatically qualified her as a Finalist in the International Service Excellence Awards, alongside winners in the same category from countries across the globe.

Attached you will find a summary of Assetlink's submission for Customer Service Manager of the Year.

Additional Information

- <https://intranet.assetlink.com.au/news---events/news---home-page-slider/aoife-roche-awarded-international-customer-service-manager-of-the-year>
- <https://www.linkedin.com/company/assetlink-services-pty-ltd/>
- <https://www.serviceinstitute.com/csia-isea-2018-winners/>

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2018 International Service Excellence Awards

Summary of National Submission

Executive Summary

Aoife Roche, Account Manager for Assetlink's Cushman & Wakefield contract, has been selected to receive the 2018 Individual International Service Excellence Award as Customer Service Manager of the Year.

This award follows Aoife's win at the CSIA Australian Service Excellence Awards where she was awarded the national title of Customer Service Manager of the Year, placing her as a Finalist in the International Awards.

Aoife Roche is motivated by customer service, satisfaction and engagement, having continued to nurture and grow Assetlink's customer offering, which has resulted in customer revenue growth by 7.5% over the last 12 months, and nearly 67% growth over the past 5 years.

Overview of Aoife Roche

Aoife Roche is the National Account Manager for one of Assetlink's largest customers – Cushman & Wakefield (C&W). Aoife is responsible for delivering customer service solutions through the strategic planning, direction and administrative management of Assetlink's Australia Post, Fairfax Media, Victoria Schools and BP contracts that form the C&W portfolio.

As a primarily externally facing role, Aoife's purpose is to deliver exceptional customer experiences and enhance our customer relationships. Aoife achieves this by combining her passion and dedication to the customer from her hospitality industry experience, with her strong facility management and operations experience. This unique combination makes Aoife a worthy nominee for the Customer Service Manager of the Year award.

Learning and Growth

Aoife has established herself as a hardworking, determined individual who throws herself completely into understanding both the contract and the customer. Aoife has forged her own path of learning and growth, working closely with subject matter experts within the business to gain a better understanding of our industry; identified training programs and courses for herself and her team to better serve the client; and used her customer service background to establish a strong, trusted partnership with our customers.

Within the organisation, Aoife has created a culture of customer services through:

- Transparency and reporting – launching performance dashboard to highlight team achievements
- Development, rollout and training of a work management platform to improve service delivery
- Ongoing training on communication protocols, analytics, client reporting and engagement
- Lead cost savings initiatives in partnership with our customer
- Extending customer service team to drive further regional engagement via local contract administrators
- Providing a customer service benchmark for Assetlink to duplicate the account management approach to other key clients.

Operational Delivery

Aoife is driven and motivated by customer service, satisfaction and engagement. She ensures the delivery of a consistent level of customer service which has resulted in the extension of our service offering over time to include:

- Enhanced reporting of operational service delivery

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- Introduction, training and implementation of new technology
- Pilot of Wirrpanda Chemicals - providing support for Indigenous Youth via Wirrpanda Foundation
- Transitioning our external 24/7 helpdesk to an in-house solution that allowed for extension of service levels.

Service Focus

Aoife delivers a high quality of customer service through:

- Leveraging technology to enhance service delivery across 900 sites. This includes:
 - Detailed analytics and KPI reporting for 500 monthly reactive work requests
 - Training of all suppliers on technology platform
 - Providing client visibility of real-time activity
 - Total transparency which allows for objective view on performance and highlighting of areas of concern.
- Safety reporting and training which has dramatically reduced safety incidents resulting in only 1 lost-time injury over the past 12 months (1.4 Frequency rate vs. 8.8 benchmark)
- Coordinating quality inspections across all 900 sites to deliver over 3,700 site inspections over the past 12 months
- Providing regular formal and informal monthly meetings over the past 5 years to various regional and national clients.

Finance and governance

Aoife has continued to nurture and grow our customer offering, which has resulted in customer revenue growth of 7.5% over the last 12 months, and nearly 67% growth over the past 5 years. Despite this growth, labour costs (the most significant cost of our contract) have been enhanced over time to provide the following:

- Significant training of all team members via Assetlink learning and development platform
- Where possible, measurement of number of Indigenous team members (and support via Aboriginal Employment Services or other Indigenous Engagement strategy)
- Assetlink overall sits at approx. 4% Indigenous workforce (based on 2017 employee engagement survey)
- Current pilot of lone worker app to enhance site safety.

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